

2007-2008 PERFORMANCE PLAN – CHIEF EXECUTIVE OFFICER (Buenrostro)

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Qualitative Performance Measures

Weight	Factor	Performance Measure	Incentive Schedule	Quarterly Status Report
50%	Annual Plan Priorities	<p>By June 30, 2008 complete the following strategies to provide industry leadership and attain objectives as identified in Annual Plan Projects under the following major categories:</p> <p><u>Customer Service</u></p> <p>Continue to implement the Customer Service Experience (CSE) enterprise strategy and methodology to include: Governance, Communication, Marketing, MyCalPERS Member Account profile.</p> <p>Implement recommendations from the Customer Contact Assessment to improve the quality of CalPERS customer services, as measured by performance measures and customer surveys.</p> <p><u>Industry Leadership</u></p> <p>Sponsor, in cooperation with CalSTRS and the Los Angeles pension systems, an Economic Summit to demonstrate the value pension and health benefits and investments to the California economy.</p> <p><u>Health</u></p> <p>Ensure that employee and employer groups are appropriately involved/consulted to (1) inform the membership on program changes approved by the Board, (2) advise on development of new program changes and directions, and (3) determine what utilization data can be shared with them during rate renewals.</p> <p>Continue staff efforts utilizing regional councils to inform and engage select communities regarding the cost of health care and what local members can do with CalPERS to make local health providers more accountable and responsive.</p> <p>Work with the Board and Health staff to develop and issue an RFP to secure an independent benefit consultant.</p> <p>Implement the recently initiated CalPERS-wide disease management program. This program when fully implemented will provide a consistent level of health outcomes, targets and member/provider incentives with respect to select major chronic conditions.</p> <p>Assess the feasibility of a single administration model for managing the CalPERS health program. Develop and release an RFI/RFP to gain</p>		

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		information on the potential benefits and design of this approach.		
20%	Special Projects	<p>Complete special projects identified by the Board, meeting performance objectives established by the Board at the time of assignment. This will include acting on emerging issues in a manner that maximizes the potential benefit and minimizes the risk to CalPERS. Report to the Board on actions taken.</p> <ol style="list-style-type: none"> 1. <u>Health Investment Initiative (HII)</u> Provide direction to ensure that the Innovation Review Committee is established in the Health Branch and that it is properly coordinated with the Alternative Investment Management (AIM) responsibilities. 2. <u>Public Employee Post-Retirement Benefits Commission (Commission)</u> Direct staff assigned to the Public Employee Post-Retirement Benefits Commission in providing requested pension/health data and support to the commission and following up on recommendations and conclusions of the commission. 		
15%	Pension System Resumption Project (PSR)	<ol style="list-style-type: none"> 1. <u>PSR</u> By June 30, 2008, complete General System Design, implement the underlying technical architecture and commence application development. 2. <u>Enterprise Transition Management (ETM)</u> By June 30, 2008, increase the awareness of purpose and benefits of ETM across CalPERS by providing change management training to 90 % of CalPERS' executives, managers, and supervisors by December 31, 2007. By January 31, 2008, 		

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		establish curriculum for change management training for all other CalPERS staff. By June 30, 2008, ensure ETM objectives are met in the areas of change management training, current state assessment, classification review, and skills inventory.		
15%	Enterprise Leadership and Management Communication	<p>By January 2008, complete a follow up employee survey and assess progress from 2005 survey. By June 30, 2008, identify new and/or continuing areas of improvement and develop an action plan to address these areas.</p> <p>By June 30, 2008 develop a comprehensive career development program to provide employees the knowledge and abilities necessary for successful advancement at CalPERS.</p> <p>By June 30, 2008 develop a plan for furthering our position as a destination employer by:</p> <ul style="list-style-type: none"> Surveying current employees Survey local firms for best practices Develop programs to provide more work life balance 		
100%	Total	Qualitative Measures		

Supervisor's Approval: _____

Date: _____